



FY 2014

EDUCATION

Charter School

Colleges & Universities

School District

EXECUTIVE BRANCH

Board/Commission

Elected Officials

Indep./Quasi-Indep.

Customer Service Summary

1. Rule Filing / document Filing																					
1.1 Administrative rule filing and agency public notice filing																					
1.1.1 Rule filings submitted.	968	8	-	-	8	-	2	6	-	-	960	-	-	43	1	38	4	-	1	1	
1.1.2 Rule filings as a percentage of total rule filings submitted.	100%	1%	0%	0%	1%	0%	0%	1%	0%	0%	99%	0%	0%	4%	0%	4%	0%	0%	0%	0%	
1.1.2.1 Five-year expiration for noncompliance (63G-3-305).	3	1	-	-	1	1	-	-	-	-	2	-	-	-	-	-	-	-	-	-	
1.1.2.2 Legislative nonreauthorization.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1.1.3 Complaints received because the system is down.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1.1.4 Complaints received because staff is unavailable.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1.2 Executive document filing																					
1.2.1 Governor's executive documents submitted for publication.	18	-	-	-	-	-	-	-	-	-	18	-	-	18	-	18	-	-	-	-	
1.3 Application performance																					
1.3.1 State agency public notices submitted for publication.	32	-	-	-	-	-	-	-	-	-	32	-	-	1	-	1	-	-	-	-	
2. Publication of rules, and other executive branch notices																					
2.1 Utah State Bulletin																					
2.1.1 Percentage of complete filings published on time.	100%	100%	N/A	N/A	100%	N/A	100%	100%	N/A	N/A	100%	N/A	N/A	100%	100%	100%	100%	N/A	100%	100%	
2.1.2 Publication errors made by the division.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
3. Maintenance of Utah Administrative Code																					
3.1 Administrative code repository																					
3.1.1 Rules in Code (July 1, 2014).	2,032	17	-	-	17	1	1	15	-	-	2,015	1	1	47	2	28	14	3	13	8	
3.1.2 Volume of rules in Code (July 1, 2014).	30,225	81	-	-	81	6	4	71	-	-	30,144	4	4	469	24	348	86	11	80	56	
3.1.3 Volume of rules as a percentage of total volume.	100%	0%	-	N/A	0%	0%	0%	0%	0%	N/A	100%	0	0%	2%	0%	1%	0%	0%	0%	0%	
3.2 Codification of Rules																					
3.2.1 Codification errors made by the division.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
4. Rulemaking assistance																					
4.1 Training																					
4.1.1 Number of staff attending rules training.	42	-	-	-	-	-	-	-	-	-	42	-	-	-	-	-	-	-	1	1	
4.1.2 Cumulative hours trained.	126.00	-	-	-	-	-	-	-	-	-	126.00	-	-	-	-	-	-	-	3.00	3.00	
5. Procedural review of rules																					
5.1 Resolution of issues																					
5.1.1 Filings with issues resolved prior to publication.	145	2	-	-	2	-	-	2	-	-	143	-	-	7	-	5	2	-	1	1	
5.1.2 Filings with issues as % of total filings.	15%	25%	N/A	N/A	25%	N/A	0%	33%	N/A	N/A	15%	N/A	N/A	16%	0%	13%	50%	N/A	100%	100%	
5.1.3 Total number of issues identified and resolved.	175	3	-	-	3	-	-	3	-	-	172	-	-	7	-	5	2	-	1	1	
5.2 Timely review of rules																					
5.2.1 Average number of days to review rule filings.	10	9	-	-	9	-	9	9	-	-	11	-	-	8	8	9	8	-	13	13	
6. Agency notification of deadlines and events																					
6.1 Notice of rules due for five-year review																					
6.1.1 Number of rules for which the statutorily required notice was sent.	232	2	-	-	2	-	-	2	-	-	230	-	-	3	-	3	-	-	-	-	
6.1.2 Percentage of rules for which statutorily required notice was sent by the statutory deadline.	100%	100%	N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	100%	N/A	100%	N/A	N/A	N/A	N/A	
6.1.3 Number of rules due for five-year review for which a 2nd courtesy reminder was sent.	111	2	-	-	2	-	1	1	-	-	109	-	-	5	-	4	1	-	-	-	
6.2 Notice of rules about to lapse																					
6.2.1 Number of rules for which notice of rules about to lapse was sent	24	1	-	-	1	-	-	1	-	-	23	-	-	1	-	1	-	-	-	-	



## 3. Agency State Agency

### Customer Service Summary

	Utah State Fair Corporation	Subtotal	Board of Pardons and Parole	Capital Preservation Board	Career Service Review Office	Dept of Administrative Services	Dept of Agriculture & Food	Dept of Alcoholic Beverage Control	Dept of Commerce	Dept of Community and Culture	Dept of Corrections	Dept of Environmental Quality	Dept of Financial Institutions	Dept of Health	Dept of Heritage & Arts	Dept of Human Resource Management	Dept of Human Services	Dept of Insurance	Dept of Natural Resources
<b>1. Rule Filing / document Filing</b>																			
<b>1.1 Administrative rule filing and agency public notice filing</b>																			
1.1.1 Rule filings submitted.	-	916	3	5	-	60	19	12	69		4	126	6	168	4	16	35	66	77
1.1.2 Rule filings as a percentage of total rule filings submitted.	0%	95%	0%	1%	0%	6%	2%	1%	7%		0%	13%	1%	17%	0%	2%	4%	7%	8%
1.1.2.1 Five-year expiration for noncompliance (63G-3-305).	-	2	-	-	-	-	-	-	-		1	-	-	1	-	-	-	-	-
1.1.2.2 Legislative nonreauthorization.	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
1.1.3 Complaints received because the system is down.	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
1.1.4 Complaints received because staff is unavailable.	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
<b>1.2 Executive document filing</b>																			
1.2.1 Governor's executive documents submitted for publication.	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
<b>1.3 Application performance</b>																			
1.3.1 State agency public notices submitted for publication.	-	31	-	-	-	-	-	-	1		-	4	-	25	-	-	-	1	-
<b>2. Publication of rules, and other executive branch notices</b>																			
<b>2.1 Utah State Bulletin</b>																			
2.1.1 Percentage of complete filings published on time.	N/A	100%	100%	100%	N/A	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
2.1.2 Publication errors made by the division.	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
<b>3. Maintenance of Utah Administrative Code</b>																			
<b>3.1 Administrative code repository</b>																			
3.1.1 Rules in Code (July 1, 2014).	5	1,954	39	13	2	88	78	21	113		28	212	44	232	19	16	146	138	244
3.1.2 Volume of rules in Code (July 1, 2014).	24	29,591	129	246	60	966	1,004	398	2,375		131	6,081	276	3,538	80	203	1,260	2,007	3,636
3.1.3 Volume of rules as a percentage of total volume.	0%	98%	0%	1%	0%	3%	3%	1%	8%		0%	20%	1%	12%	0%	1%	4%	7%	12%
<b>3.2 Codification of Rules</b>																			
3.2.1 Codification errors made by the division.	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
<b>4. Rulemaking assistance</b>																			
<b>4.1 Training</b>																			
4.1.1 Number of staff attending rules training.	-	41	1	-	-	3	4	1	-		-	5	-	5	-	-	14	-	2
4.1.2 Cumulative hours trained.	-	123.00	3.00	-	-	9.00	12.00	3.00	-		-	15.00	-	15.00	-	-	42.00	-	6.00
<b>5. Procedural review of rules</b>																			
<b>5.1 Resolution of issues</b>																			
5.1.1 Filings with issues resolved prior to publication.	-	135	-	1	-	13	4	2	9		1	18	1	32	3	2	9	8	17
5.1.2 Filings with issues as % of total filings.	N/A	15%	0%	20%	N/A	22%	21%	17%	13%		25%	14%	17%	19%	75%	13%	26%	12%	22%
5.1.3 Total number of issues identified and resolved.	-	164	-	2	-	15	6	2	9		2	20	1	44	4	2	10	13	17
<b>5.2 Timely review of rules</b>																			
5.2.1 Average number of days to review rule filings.		10	15	7		10	9	7	10		6	10	12	9	9	10	9	11	11
<b>6. Agency notification of deadlines and events</b>																			
<b>6.1 Notice of rules due for five-year review</b>																			
6.1.1 Number of rules for which the statutorily required notice was sent.	-	227	-	2	-	15	10	1	14		-	44	7	30	5	-	13	27	9
6.1.2 Percentage of rules for which statutorily required notice was sent by the statutory deadline.	N/A	100%	N/A	100%	N/A	100%	100%	100%	100%		N/A	100%	100%	100%	100%	N/A	100%	100%	100%
6.1.3 Number of rules due for five-year review for which a 2nd courtesy reminder was sent.	-	104	-	-	-	3	1	3	2		2	5	4	6	1	-	1	24	17
<b>6.2 Notice of rules about to lapse</b>																			
6.2.1 Number of rules for which notice of rules about to lapse was sent	-	22	-	-	-	1	1	-	-		-	4	-	16	-	-	-	-	-



### Customer Service Summary

	Dept of Public Safety	Dept of Technology Services	Dept of Transportation	Dept of Veterans' Affairs	Dept of Workforce Services	Labor Commission	Public Service Commission	School and Institutional Trust Lands Administration	State Board of Regents	Tax Commission	Utah National Guard	Utah Science Technology and Research	Utah State Board of Education
<b>1. Rule Filing / document Filing</b>													
<b>1.1 Administrative rule filing and agency public notice filing</b>													
1.1.1 Rule filings submitted.	21	8	24	1	13	15	21	3	-	9		2	129
1.1.2 Rule filings as a percentage of total rule filings submitted.	2%	1%	2%	0%	1%	2%	2%	0%	0%	1%		0%	13%
1.1.2.1 Five-year expiration for noncompliance (63G-3-305).	-	-	-	-	-	-	-	-	-	-		-	-
1.1.2.2 Legislative nonreauthorization.	-	-	-	-	-	-	-	-	-	-		-	-
1.1.3 Complaints received because the system is down.	-	-	-	-	-	-	-	-	-	-		-	-
1.1.4 Complaints received because staff is unavailable.	-	-	-	-	-	-	-	-	-	-		-	-
<b>1.2 Executive document filing</b>													
1.2.1 Governor's executive documents submitted for publication.	-	-	-	-	-	-	-	-	-	-		-	-
<b>1.3 Application performance</b>													
1.3.1 State agency public notices submitted for publication.	-	-	-	-	-	-	-	-	-	-		-	-
<b>2. Publication of rules, and other executive branch notices</b>													
<b>2.1 Utah State Bulletin</b>													
2.1.1 Percentage of complete filings published on time.	100%	100%	100%	100%	100%	100%	100%	100%	N/A	100%		100%	100%
2.1.2 Publication errors made by the division.	-	-	-	-	-	-	-	-	-	-		-	-
<b>3. Maintenance of Utah Administrative Code</b>													
<b>3.1 Administrative code repository</b>													
3.1.1 Rules in Code (July 1, 2014).	97	12	58	1	57	33	41	30	11	19		2	160
3.1.2 Volume of rules in Code (July 1, 2014).	1,031	54	821	8	890	847	717	380	117	835		9	1,492
3.1.3 Volume of rules as a percentage of total volume.	3%	0%	3%	0%	3%	3%	2%	1%	0%	3%		0%	5%
<b>3.2 Codification of Rules</b>													
3.2.1 Codification errors made by the division.	-	-	-	-	-	-	-	-	-	-		-	-
<b>4. Rulemaking assistance</b>													
<b>4.1 Training</b>													
4.1.1 Number of staff attending rules training.	4	-	1	-	-	-	1	-	-	-		-	-
4.1.2 Cumulative hours trained.	12.00	-	3.00	-	-	-	3.00	-	-	-		-	-
<b>5. Procedural review of rules</b>													
<b>5.1 Resolution of issues</b>													
5.1.1 Filings with issues resolved prior to publication.	2	3	2	-	1	2	3	-	-	-		-	2
5.1.2 Filings with issues as % of total filings.	10%	38%	8%	0%	8%	13%	14%	0%	N/A	0%		0%	2%
5.1.3 Total number of issues identified and resolved.	3	3	2	-	1	3	3	-	-	-		-	2
<b>5.2 Timely review of rules</b>													
5.2.1 Average number of days to review rule filings.	12	9	10	13	7	11	10	11		13		14	10
<b>6. Agency notification of deadlines and events</b>													
<b>6.1 Notice of rules due for five-year review</b>													
6.1.1 Number of rules for which the statutorily required notice was sent.	11	2	6	-	9	3	2	1	1	-		-	15
6.1.2 Percentage of rules for which statutorily required notice was sent by the statutory deadline.	100%	100%	100%	N/A	100%	100%	100%	100%	100%	N/A		N/A	100%
6.1.3 Number of rules due for five-year review for which a 2nd courtesy reminder was sent.	6	-	5	-	-	1	9	2	-	-		-	12
<b>6.2 Notice of rules about to lapse</b>													
6.2.1 Number of rules for which notice of rules about to lapse was sent	-	-	-	-	-	-	-	-	-	-		-	-